



## INFORMATION ANALYST

### Characteristics of Work

This is technical work analyzing and evaluating information including oral and written inquiries from the public who request information from the agency on a daily basis. This work requires a knowledge of the employing agency and its policies, rules and regulations. Incumbents in this classification receive supervision from an administrative superior.

### Examples of Work

**Examples of work performed in this classification include, but are not limited to, the following:**

Provides information to individuals by answering inquiries in accordance with agency accepted policies.

Serves as liaison to individuals in providing information about the agency and services, policies and procedures.

Advises agencies concerning the determination of data.

Provides information in response to specific inquiries concerning agency operation.

Analyzes and explains informative materials, releases, brochures, etc.

Maintains data on reporting agencies.

Related or similar duties are performed as required or assigned.

### Essential Functions

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Provides information and assistance to retirees or members via telephone or in person.
2. Provides clerical assistance to the agency.

### Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective

devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Sedentary Work:** May occasionally walk or stand and/or occasionally move light objects, materials, etc.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Accommodation:** Ability to adjust focus.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

**Motor Coordination:**

While performing the duties of this job, the incumbent is regularly required to sit, use hands to finger, handle or feel objects, tools or controls, and reach with hands and arms. The incumbent is frequently required to stand and walk. The incumbent is occasionally required to stoop, kneel, crouch, or bend.

**Experience/Educational Requirements:**

**Education:**

A Bachelor's Degree from an accredited four-year college or university;

**AND**

**Experience:**

One (1) year of experience related to the above-described duties;

**OR**

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

**Experience:**

Five (5) years of experience related to the above-described duties.

**Substitution Statement**

Above graduation from a standard four-year high school or equivalent (GED), related education, and related experience may be substituted on an equal basis.

**Interview Requirements**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.